

Exchange Stakeholder Work Group
Tuesday October 9, 2012
Meeting Minutes

Attendees: Marti Rosenberg, John Cucco, Bonnie Smith, Michael Varadian, Eric Dupont, Monica Neronha, Elaine Jones, Linda Katz, Jim Beasely, Craig O'Connor, Amanda Clarke, Linda Johnson, Lindsay McAllister, Deb Faulkner, Mark Deion, Deb Jacobsen, Don Fruge, Angela Sherwin, Jennifer Wood, Lynn August, Dan Meuse, Christy Ferguson, Deanna Casey

- I. Call to Order – Exchange Director Christine Ferguson called the meeting to order at 8:15am. She welcomed members and asked that introductions be made around the room.
- II. Exchange Update – The Director began by giving an update on the Exchange office.
 - a. Established an office in the state house, Room 124, and beginning to hire staff to continue moving forward with the work until the 2014 deadline.
 - b. The Director introduced many of her staff members present in the room, and listed many of the new staff positions, which have been filled via consultants and new staff. In addition she thanked the Office of the Health Insurance Commissioner and the Office of the Lt. Governor for their continued support.
 - c. The Director noted that she has been working to meet with many stakeholders throughout the state to review and work on further development over the coming months and years.
- III. Presentation - Exchange Blueprint and Establishment Review and Contact Center Model (presentations available upon request and on website).

Questions or Comments During the Presentation

 - a. Mark Deion: Is the Executive Order adequate enough to sustain the work of the Exchange without legislation in place?
 - i. Jennifer Wood: From a legal perspective there are dozens of Executive Orders in place that have been for many decades – everything from the sublime to the ridiculous. Nothing that would preclude an exchange from going forward in perpetuity except that a future governor has the ability to appeal or revise, but that is the same for legislation or any other process that we would put in place.
 - b. Unidentified Participant: Contact center – in theory it sounds like a good idea but how is that going to work statewide?
 - i. Christine Ferguson: There are multiple complicated parts to the call center and we are working diligently to figure out each

in tern. This is a critical part of the exchange and we are taking it seriously.

- c. Linda Katz: It would probably be useful, before we have the full conversation about the contact center, to lay out how it works between the Medicaid and the advance premium tax credit piece.
 - i. Christine Ferguson: That would be great, there will likely be four areas that will be controversial and this will be one of them.
 - ii. Linda Katz: Right, and also seeing the different pieces, the Navigators, the Contact Center etc. I would just suggest it would be helpful for people to go on the BlueCross website and see what has been set up there to see what is complicated and also for ideas to help people work through that process.
 - iii. Christine Ferguson: Yes absolutely. And I will say that because Blue Cross Blue Shield is the only carrier that provides individual coverage in the state, they have been helpful in identifying where the issues are.
 - iv. Linda Katz: That might be good to also have a group get together who are particularly interested in focusing on the call center model, to do that as a separate group.
 - v. Christine Ferguson: Yes, that is something that we are working towards. Please reach out to us if you have a specific interest in this area.
- d. Christine Ferguson: Please feel free to reach out to my office with any questions or concerns.

IV. Public Comment – No further comment offered at this time.

V. Adjourn